

## **LAND USE CLERK**

Department: Building-Planning Department

Classification: Full Time- 35 hours per week

### **GENERAL PURPOSE**

The Land Use Clerk is responsible for providing administrative and clerical support to the Building/Zoning Department and the Planning Department. This includes, but is not limited to interacting with elected officials and appointed volunteers of boards and commissions, municipal and state departments, and the public, and adhering to all established Town policy and procedure.

### **SUPERVISION RECEIVED**

This position works under the general supervision of the Building/Zoning Official, the Town Planner/Administrative Officer and the Building Office Senior Clerk.

### **RESPONSIBILITIES**

Day to day responsibilities include but are not limited to the following:

- Assist the public courteously and efficiently, respond to phone calls and emails in a timely manner
- Provide forms and instructions for new applicants, and accept completed permits and applications with associated fees for processing
- Prepare and maintain organized files
- Assist as required in responding to requests under the Access to Public Records Act
- Post Zoning Board and Planning Board agendas, minutes and advertisements in accordance with the State Open Meetings Act
- Prepare member packets for Zoning Board and Planning Board meetings in hard copy and electronically
- Attend Planning Board meetings and provide clerical support
- Possess effective writing skills to prepare Planning Board minutes for review
- Receive permit/application payments and establish escrow accounts when required in a timely manner
- Prepare a monthly accounting report for the Planning Board meeting
- Order office supplies and maintain adequate inventory within allocated budget

In addition to the day to day processing efforts, the responsibilities of the clerk include the following:

- Assist with research on any Land Use matters under the direction of the Building Official, Senior Clerk or Town Planner
- Prepare and distribute informational packets to new members of the Planning or Zoning Board
- Submit new or updated Subdivision Regulations or Zoning Ordinances to the Town Clerk for codifying
- Maintain accurate record keeping of sureties; amount and date of expiration with adequate notification of the Planning Board Chairman
- Perform various departmental tasks in support of co-workers as workload and staffing levels dictate.
- Possess the ability to interface with other municipal departments, developers, contractors, attorneys, state and local agencies

The duties listed above are intended only as illustrations of the various types of work that may be performed on a daily and routine basis. The omission of specific statements of duties does not exclude them from the job position, if the work is similar, related or a logical assignment to the respective position.

The Land Use Clerk will be provided with cross-training in the customer service requirements and professional staff clerical support for the Building, Zoning and Planning functions as dictated by work flows and the priorities of the department.

## **GENERAL KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- Must possess sufficient knowledge of general office equipment including but not limited to a network computer and proficient use of the internet
- Knowledge of Office Word and Excel programs

### **Skills**

The incumbent must demonstrate the following skills:

- Ability to meet the public courteously and effectively
- Possess effective verbal and listening communication skills
- Ability to understand and follow written and oral instructions
- Ability to maintain a high level of accuracy in preparing and entering legal and monetary information, attention to detail
- Ability to work with minimal supervision after initial training period
- Effective organizational and time management skills, problem solving and decision making
- Excellent interpersonal and team skills, establish and maintain effective working relationships with other departments and volunteer board members
- Ability to conform to general office practices and procedures

### **Personal Attributes**

The incumbent must also demonstrate the following personal attributes:

- Be honest, trustworthy and respectful
- Possess cultural awareness and sensitivity
- Be flexible
- Demonstrate sound work ethics
- Practice punctuality, respect for deadlines, collaborative problem solving, and honest communication

### **Tools and Equipment Used**

Requires frequent use of general office equipment, including but not limited to a network computer and internet, familiarity with Office Word and Excel, a laser printer and scanner, copy machine and land evidence software.

### **Physical Demands**

This is a clerical position with few physical demands or requirements. The employee may be required to sit or stand for long periods of time, from time to time. While performing the duties of this job, the employee is required to occasionally lift and/or move up to 20 pounds. The employee needs to be able to focus on

detail oriented tasks for prolonged periods of time. The abilities to see, hear, speak and read both documents and maps are important for the position. The employee may deal with competing demands from various stakeholders, and must be able to manage stress and the workload accordingly.

**Work Environment**

The building hosts a smoke free environment. The work environment is characteristic of a general office setting. The noise level is usually moderate. The general public, Town officials, and other personnel frequent the office for business purposes. Contact with the general public is on a constant, regular basis.